

STATE CONTROLLER'S OFFICE
21st CENTURY PROJECT
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DATE: March 7, 2005

21st Century Project Letter #05-002

TO: 21st Century Project Department Liaisons

RE: **DEPARTMENT LIAISON UPDATE**

21st Century Project letters #04-007 on December 22, 2004 and #05-001 on February 8, 2005 were issued requesting departments to assign a liaison for the 21st Century Project. Enrollments have been very encouraging with 70% department response. We wish to thank those departments that have completed this request.

This letter will provide liaison contacts with an update on 21st Century Project Focus Group Study activities. All registered department liaison staff are placed on a special email distribution list for liaison related news and information. This letter is being sent using this liaison specific distribution list.

Focus Group Study Activities and Status

The 21st Century Project has started the process of conducting a Focus Group Study to gather specific information in preparation for system design and development. The functional areas that will be studied are listed below in priority order:

- Benefit Administration
- Position Management
- Employment
- Payroll
- Employee Self-Service
- Timekeeping
- Leave Accounting

We are currently working on Benefit Administration and Position Management. For Benefit Administration we have identified and are meeting with, or will be meeting with the following stakeholders:

- State Controller' Office Personnel/Payroll Services Division (PPSD)
- California Public Employees Retirement System (CalPERS)
- Department of Personnel Administration (DPA)
- Departments (will receive a statewide survey)

In working with the various stakeholders we have identified a number of specific issues to be addressed. For departments, we anticipate issuing a benefits survey in late March, and will determine if further meetings are necessary based on department responses.

We are beginning to study Position Management. We expect that focus group discussions with departments will be necessary. More information will be shared as the effort progresses.

21st Century Web Site Updates

In March 2005 a 21st Century Project letter will be distributed to announce the addition of a Focus Group Study index on the 21st Century Web site (<http://www.21stcentury.ca.gov/focus/index.shtml>). This Web page includes information about the purpose and scope of the study. The letter will be sent using a general 21st Century distribution list that may contain multiple contacts at departments. To ensure that you receive all project related updates, we are verifying and where necessary, adding your email to the general distribution list.

The Department Liaison Web page (<http://www.21stcentury.ca.gov/deptliaison/index.shtml>) has been updated to provide you easier access to liaison related information, including:

- A welcome statement, explaining the liaisons role
- The online form to add, change or delete a department liaison
- A listing of departments and designated liaisons (name and email only)
- Liaison related letters and correspondence
- Status listing of the functional areas being studied in the Focus Group effort

This Web page will also provide direct access to online or PDF surveys that will be used in the Focus Group Study.

We look forward to working with you on the 21st Century Focus Group Study. Questions regarding this letter can be sent to 21stcentury@sco.ca.gov.

Don Scheppmann, Chief, Business Operations
21st Century Project